

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BCom DEGREE EXAMINATION MAY 2026
(Fourth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

CAMPUS TO CORPORATE TRANSITION

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	The corporate sector mainly refers to: (i) Government-owned enterprises (ii) Family-owned businesses (iii) Cottage industries (iv) Registered companies operating for profit	K1	CO1
	2	Which factor contributed most to the growth of BPO industry in India? (i) Agricultural reforms (ii) Low labor cost and skilled workforce (iii) High capital investment (iv) Domestic demand only	K2	CO1
2	3	The major difference between campus and corporate life is: (i) Attendance rules (ii) Focus on results and performance (iii) Number of holidays (iv) Examination system	K1	CO2
	4	Change management mainly helps an organization to: (i) Avoid growth (ii) Adapt to new situations (iii) Reduce employee skills (iv) Stop innovation	K2	CO2
3	5	Grooming in the corporate sector mainly refers to: (i) Technical training (ii) Personal appearance and hygiene (iii) Salary negotiation (iv) Job promotion	K1	CO3
	6	Email etiquette primarily focuses on: (i) Decorative fonts (ii) Clear, polite, and professional communication (iii) Sending long messages (iv) Informal language	K2	CO3
4	7	Business communication is primarily used to: (i) Entertain employees (ii) Exchange information within and outside the organization (iii) Promote social interaction only (iv) Avoid decision making	K1	CO4
	8	Which is NOT a channel of communication? (i) Oral (ii) Written (iii) Visual (iv) Emotional	K2	CO4
5	9	Reading comprehension mainly tests the ability to: (i) Memorize words (ii) Understand and interpret text (iii) Write long answers (iv) Translate languages	K1	CO5
	10	Listening comprehension is essential for: (i) Ignoring feedback (ii) Effective interaction (iii) Writing reports only (iv) Silent reading	K2	CO5

Cont...

SECTION - B (35 Marks)Answer **ALL** questions**ALL** questions carry **EQUAL** Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Explain the growth of industries in India.	K2	CO1
		(OR)		
	11.b.	Explain the concept and importance of corporate culture.		
2	12.a.	Analyze the importance of lifelong learning in corporate sector.	K4	CO2
		(OR)		
	12.b.	Explain how attitude and behavior influence workplace performance.		
3	13.a.	Explain the telephone and meeting etiquette.	K3	CO3
		(OR)		
	13.b.	Discuss the time and stress management techniques.		
4	14.a.	Explain the meaning and importance of business communication	K2	CO4
		(OR)		
	14.b.	Describe the channels of communication.		
5	15.a.	Explain the comprehension during interaction.	K3	CO5
		(OR)		
	15.b.	Discuss the planning and structuring of presentations.		

SECTION - C (30 Marks)Answer **ANY THREE** questions**ALL** questions carry **EQUAL** Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Evaluate the contribution of BPO industry to Indian economy.	K4	CO1
2	17	Discuss how attitude, behavior, and language shape corporate culture.	K4	CO2
3	18	Evaluate the importance of professional competencies in corporate sector.	K5	CO3
4	19	Analyze the role of communication in corporate effectiveness.	K4	CO4
5	20	Explain the importance of interview skills for employability.	K2	CO5

Z-Z-Z

END